



COUNTY OF LOS ANGELES  
**Public Health**

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February 22, 2012

TO: Each Supervisor

FROM: Jonathan E. Fielding, M.D., M.P.H.  
Director and Health Officer

SUBJECT: **REQUEST TO AMEND EXISTING INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDER NO. 7G-1325**

This is to notify you of the intent of the Department of Public Health (DPH) to request the Internal Services Department (ISD) to amend the Information Technology Support Services Master Agreement (ITSSMA) Work Order 7G-1325, with Computer Therapy, LLC, to extend the term through June 30, 2013, and increase the total maximum amount by \$101,800 from \$299,000 to \$400,800.

The Children's Health Outreach Initiatives (CHOI) program contracts with 12 community-based agencies and the Los Angeles Unified School District, the Los Angeles Office of Education, and the cities of Long Beach and Pasadena to provide outreach, enrollment, utilization, and retention services to uninsured families in Los Angeles County. Community-based agencies use the CHOI data collection and reporting system to enter client data, identify when clients need to be contacted to verify program enrollment, and identify when to provide assistance to clients with program renewal documents. Agencies also use the system to track and report on the outreach, enrollment, utilization, and retention services they provide.

Because of the continued growth of contracted agency users, a new information system is under development that includes major modifications to the system design, workflow, function, and features to improve its capabilities and better track enrollment trends. In order to complete the development of this new system, the CHOI program needs to continue to have access to the consulting services of a systems analyst and trainer.

**SCOPE OF WORK**

The scope of work for this Work Order includes the following services:

*Systems Analysis and Training*

- Identify functional and technical requirements from agency users, and provide ongoing recommendations to the technical development team on system features and function;

- Support all aspects of the system implementation and deployment, including coordination of all functional testing and reporting of system issues;
- Provide user support on the legacy system until user migration is completed;
- Develop training curriculum including user manuals and quick start guides; and
- Conduct on-site and remote user training sessions.

### **JUSTIFICATION**

Due to the uncertainty with respect to the availability of grant funding for CHOI- related efforts, it is not practical for DPH to hire full-time County personnel for the required systems analysis and training services. Therefore, DPH is using consultants to complete the system development.

DPH is requesting that this Work Order be extended for one year to allow DPH to continue system development activities. During this extension period, DPH will develop a contract with Computer Therapy, LLC, to provide post-implementation support and system enhancement services beginning February 1, 2013. Upon enactment of said contract, DPH will terminate this ITSSMA Work Order.

The consultant's hourly rate for this Work Order will remain the same through the extended term. Sufficient funds for this initiative are available in the Department's budget. Costs will be 100 percent offset by the Healthy Kids Outreach Partnership grant from First 5 LA and local Medi-Cal Administrative Activities (MAA) funds.

### **NOTIFICATION TIMELINE**

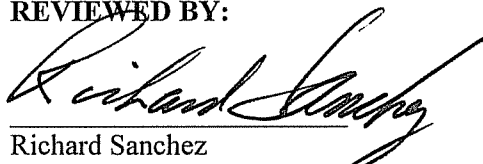
Consistent with ITSSMA policies and procedures, I am informing your Board of my intention to extend the term of this Work Order and increase the maximum dollar amount. DPH does not expect to request any additional extensions or increase in the dollar amount for this Work Order. If no objection is received from your Board in ten business days upon receipt of this Board notification, we will request ISD to proceed with the extension.

If you have any questions or require additional information, please let me know.

JEF:sb

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors  
Chief Information Officer  
Director, Internal Services Department

REVIEWED BY:

  
Richard Sanchez  
Chief Information Officer

2-27-12  
Date